

IMPORTANT NOTICE

PLEASE READ THIS INFORMATION CAREFULLY!!

ATTENTION: ALL PROVIDERS SUBMITTING CLAIMS FOR SERVICES RENDERED TO FORMER TUFTS HEALTH PLAN OF NEW ENGLAND, INC. (TNE) MEMBERS

NOTICE OF ADDITIONAL STATEMENT OF ACCOUNT

Tufts Health Plan will be providing additional Statement of Account (SOA) reports to update TNE claims submitted to Tufts Health Plan which are subject to the TNE Proof of Claim process.

- If you have submitted CLASS II* claims for services rendered to former TNE members, you will receive an additional SOA entitled “TNE CLAIMS SUBJECT TO PROOF OF CLAIM PROCESS”.
- This additional SOA is **cumulative** and will reflect TNE CLASS II claims that were previously pended, but have since been processed.
- TNE CLASS II claims are being processed, but payment will not be made at this time.
- Payment of CLASS II claims will occur as part of the Proof of Claim process at the direction of the New Hampshire Insurance Department, Liquidator of the TNE estate.
- **A copy of your latest SOA entitled “TNE CLAIMS SUBJECT TO PROOF OF CLAIM PROCESS” can be submitted as supporting documentation to your Proof of Claim Form. It is recommended that you complete and submit your Proof of Claim Form once you are satisfied that all legitimate CLASS II claims are reflected on your SOA entitled “TNE CLAIMS SUBJECT TO PROOF OF CLAIM PROCESS”. Proof of Claim forms must be filed with TNE no later than July 10, 2000.**
- For more information regarding the Proof of Claim Process, please call one of the phone numbers listed at the bottom of this page.

PLEASE NOTE THE FOLLOWING:

- Claims that are pended and have not yet been processed will continue to appear as ***In Process*** on your weekly TNE SOA. These claims remain pended for reasons unrelated to the liquidation of TNE.
- CLASS I claims that have been paid and all denied claims will **only** appear on your weekly TNE SOA for the week that the final action was taken.
- CLASS II claims will be processed each week until all pend issues have been resolved. If it is determined that a payment would have been made to you, you will receive an updated SOA entitled, “TNE CLAIMS SUBJECT TO PROOF OF CLAIM PROCESS” reflecting that amount.

*CLASS II claims include those claims payable to in-plan providers for services provided to former TNE members before 12/20/99; claims payable to out-of-plan providers for services provided to former TNE members on any date of service; and claims payable to a former TNE member for any date of service.

**If you have any questions regarding this information, please call
(888) 766-9816.**

**For questions regarding claims for services rendered to former New Hampshire and Rhode Island
Secure Horizons members, please call
(800) 279-9022**